Master of Science in Family Therapy Kansas City Plan

COVID-19 Plan for Client Services

IMPORTANT: If you plan on providing any telemental health, you MUST complete the online training BEFORE you are permitted to provide such services.

In response to the COVID-19 crisis, the MSFT KC program has outlined a required protocol for each intern moving forward with client care. Advance using the following options with each client:

1. ***Evaluate client appropriateness for Online Services:*** In order to determine if clients are an appropriate fit, you will need to determine appropriateness for use of telemental health options. Refer to the best practices document from the AAMFT
    a. Does the client have access to a confidential and secure location?
    b. Does the client have adequate, secure and reliable bandwidth to support telephone or video sessions?
    c. Is the presenting problem appropriate for telemental health care?
    d. Do you have adequate back up communication means that is adequate and confidential? This needs to be approved by placement site
    e. Is the client located in the appropriate state?
    f. For high risk clients: If you feel like you have a client system that still needs to be seen *in-person* for a crisis consult with your program supervisor in conjunction with the Site Mentor and Clinical Director.

2. ***Inform clients of options to continue care:***
    a. Continue in-person sessions if placement sites are continuing to operate. Use safety precautions outlined by placement site protocol. Please err on the side of caution. Do not meet with any client exhibiting symptoms such as high fever, sore throat, shortness of breath, etc.
    b. Temporarily suspend services. Clients can reach out and schedule a telemental health session if they change their minds.
    c. Offer referrals with the caveat that most clinics may also be moving to telemental health services
    d. Assuming appropriate fit, offer telemental health services and decide which modality is the best fit: Video through Zoom OR telephone sessions. In order to access Zoom, clients will need a smart phone, tablet, laptop or computer. Students need to review and complete training protocols before offering service to clients.

3. ***Complete training***: Any Friends MSFT-KC Student wishing to provide telemental health options (video and phone) MUST complete the following trainings:
    a. ***Set up your Friends University Zoom Account:*** If you have not already done so, go to www.zoom.com and enter your Friends University email address to set up

your account. For troubleshooting, please connect with the Director of Online Learning Nancy Artaz at artaz@friends.edu.

b. https://www.simplepracticelearning.com/courses/telehealth-legal-ethical. Once this training is complete, email the certificate of completion to the Clinical Director, Dr. Sarah Lyon, LCMFT at sarah_lyon@friends.edu.
c. Review Best Practices in the Online Practice of Couple and Family Therapy document from the AAMFT. https://www.aamft.org/Documents/Products/AAMFT_Best_Practices_for_Online_MFT.pdf
d. MSFT_KC program video training on the use of Telemental Health with current clients in the internship program.

4. ***Telemental health option forms to complete PRIOR to beginning***:
   a. Review and complete the *Acknowledgement of Telemental Health Procedures for Student Interns* agreement form.
   b. Complete the *Approval for Telemental Health Therapist Setting Form.* This includes testing video/audio equipment with one of the Friends University core Faculty and requires their approval.
   c. Review the following forms: *Telephone and Video Session Protocol, Telemental Health File Client Contact Log, Telemental Health Progress Note, Telemental Health Informed Consent.*
   d. If you see your clients in person before transitioning to telemental health options (phone or video), you must review the *Telemental Health Informed Consent* with them and have them sign. If you do not see your client in-person to sign this, you will review this with them during their first video or audio session.

Additional Information

1. Student interns will need to check their voicemail/email of the placement sites as usual to ensure maintenance of communication with clients.

2. Student therapists will maintain Dyad and Group Supervision with their Program and Group Supervisor which will occur via Zoom beginning the week of March 30th.

3. Student therapists will keep current all LiveText Weekly and Monthly submission forms.

4. Students offering phone sessions must follow the Telephone Session Protocol.

5. Students offering video conference sessions must follow the Video Session Protocol.

6. Procedures and Protocols are subject to change